



Volunteer Handbook

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Dear Basic Needs Volunteer,

Welcome to Basic Needs! We are honored you have chosen us as a place to contribute your precious time and talents. Our store relies on volunteers like you to continue our mission to engage the community in supporting families and individuals by providing access to quality used clothing, food, household items and furniture conveniently and dignifiedly.

Your time volunteering here will be meaningful and allow you to learn more about our work and this community. We also hope it will be fun as you get to know new people, and we grow and laugh together!

Please let us know if you have any questions, concerns, or difficulties when volunteering. We want this to be a wonderful experience for everyone involved, and we do our best to address any problems in a timely and productive manner.

Thank you again for choosing to be a part of our organization! We look forward to getting to know you and working together.

Sincerely,
Vickie Snyder
Executive Director

MISSION STATEMENT

Our mission is to support the basic needs of those in our community, such as housing, food, clothing, and coordinated services.

HISTORY

Basic Needs Action Team was established in 1996 to meet the needs of the disadvantaged within the community. We opened in 1997 as a way for the general public to donate their gently used goods for resale.

Basic Needs of South Washington County provides multiple programs to our community utilizing the charitable contributions of our valuable donors. With these donations, we provide fresh family meals once a month on Saturdays, free little pantries, a community garden, and supplement the thrift shop as it expands to meet a growing need in today's economic climate.

We continue to provide vouchers for merchandise at no cost to families, individuals and community groups who lack the necessary funds to purchase various necessities.

Contact Information

Address:

445 Broadway Ave
St Paul Park Address.
Phone: 651-207-8656

Email: info@basicneedsmn.org

Website: www.basicneedsmn.org

If you experience any issues while volunteering with Basic Needs, please speak to your direct contact, or please email the store manager at storemgr@basicneedsmn.org or for more serious matters, please contact the executive director at execdir@basicneedsmn.org.

Basic Needs takes diversity and inclusion very seriously and works daily to ensure we represent the community we serve. If you experience any issues, please speak up and make it known.

This handbook represents part of your volunteer relationship with Basic Needs. Keep this document for reference in the future. Your volunteer relationship with Basic Needs will not lead to employment with the organization.

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers have the right to:

1. A communicated position assignment.
2. Support, information and respect from Basic Needs staff and other volunteers.
3. Be oriented to the agency's missions, goals, staff, activities, and policies.
4. Access to staff to ensure adequate supervision, training, feedback and open communication to discuss opinions.
5. Reasonable accommodations regarding volunteering at Basic Needs for physical, mental or sensory disabilities.
6. A safe, supportive environment which does not discriminate based on race, color, religion, creed, gender, national origin, age, disability, marital or military status, citizenship, sexual orientation, ancestry, or any other legally protected status.
7. Decline particular tasks which are felt to be inappropriate, unacceptable or uncomfortable.

Volunteers must:

1. Complete any training required for various positions.
2. Attend required meetings and keep up to date on new information.
3. Be on time for volunteer assignments/meetings or contact your supervisor if you have a time conflict (with as much notice as possible).
4. Be open and honest with the agency about your expectations, needs and abilities and provide timely and constructive feedback to the agency as necessary.
5. Maintain confidentiality and privacy about agency information, members, donors and personnel.
6. Contribute to a safe, supportive environment.
7. Report any grievances.
8. Dress appropriately for roles and tasks.
9. Uphold agency policies/procedures/rules (outlined below).

VOLUNTEER POLICIES AND PROCEDURES

Basic Needs' code of conduct contains a series of commitments that reflect how you demonstrate these values in your relationships with customers, coworkers, volunteers, directors, the organization, business partners and the community.

Minimum Age

In Minnesota, the minimum age for employment is 14; the same rule applies for volunteering without parental supervision. In addition, if a volunteer is under 16 they may not volunteer before 7 a.m. or after 9 p.m., and no more than 40 hours a week. In addition, they may not volunteer more than 8 hours in a 24 hour period or during school hours on school days, with limited exceptions. Volunteers who are 16 or 17 may not volunteer after 11 p.m. on evenings before school days. Children must be at least 10 years of age to volunteer with a parent or guardian.

Basic Needs Values

Integrity: We live our values and mission in our decisions and actions. We match our actions with our words. We are honest and just in everything we do. We hold ourselves accountable to each other and the communities we serve.

Respect: We treat everyone with honor, dignity, and courtesy. We respect the values, cultures, beliefs, and traditions of others. We value the skills, talents, and dedication of everyone we work with. We are committed to working collaboratively with one another and providing consistent, coordinated service. We demonstrate cooperation and teamwork in all our actions.

Trust: We commit to meeting the expectations and act in the best interests of the people we serve, each other, and our community. We are thoughtful and purposeful in all our actions. We strive to foster an internal community of mutual trust. In addition, you are responsible for Upholding the values in your everyday work, speaking up when you have a question or concern, listening to questions and concerns raised by your coworkers and reporting conduct inconsistent with the values to the Volunteer Coordinator or Basic Needs Manager.

Background Check

As part of our review of your application and/or qualifications for volunteering, Basic Needs may search your criminal record, Social Security (number), education and employment background. Basic Needs will do this by ordering and obtaining a report from at least one appropriate reporting agency and may need to work with several investigative and reporting agencies.

Respectful Workplace

A positive workplace attracts and retains employees and delivers the best care and service for our customers and volunteers. Therefore, all persons are responsible for maintaining respectful behavior during all their interactions at Basic Needs.

A "respectful workplace" promotes honesty and a healthy and positive environment. A fundamental aspect of a respectful work environment is where employees and volunteers treat one another as they would like to be treated.

Respectful Behaviors

You should exhibit the following behaviors at work: Listen to and treat others in a respectful, professional and non-judgmental manner, be accountable for your conduct, be calm and objective in instances of conflict and lack of respect, be sensitive to others' concerns and interests, avoid making assumptions, blaming, gossiping and ridiculing, be honest about issues and problems and express concerns respectfully.

A respectful workplace is free of unacceptable behavior, including but not limited to Raising your voice, ridiculing, belittling, embarrassing, or giving "silent treatment" to employees or volunteers, using inappropriate or profane language, and engaging in hostile or intimidating interactions.

Resolving Issues

You are encouraged to act on offensive or disrespectful behavior before it affects your work environment. In addition, you should examine your behavior and actions in a situation to see how you may contribute to the harmful problem. Finally, where appropriate, you should resolve the issue directly with the other person.

The appropriate resolution will depend upon the facts and circumstances. Following are actions to consider: In proper cases, you could directly tell the employee or volunteer that you are offended by the specific behaviors or statements and request that they stop. (It may

not be appropriate to have this conversation directly with a visitor or other third party. If the matter involves the behavior of a third party, you should consult the volunteer coordinator or store manager on how to proceed.) If the matter is not likely to be resolved by handling it directly or if you have addressed the issue previously and the situation has not improved, you should contact the volunteer coordinator or store manager.

Violation of Policy

If you violate this policy, you may be subject to corrective action. In addition, volunteers may be asked to leave the premises.

Company Resources

Basic Needs provides its company resources to facilitate company work performance. Basic Needs requires all company resources (employees, equipment, electronic resources, email except as described below) to be dedicated to company business. This means that non-Basic Needs uses of any company resources may only occur if the use is considered minimal personal use.

Company resources include telephones, photocopiers, fax machines, internal mail, Internet connection, computer systems (hardware and software), buildings/facilities and employee time.

You may use company resources for personal reasons, provided such use is considered reasonable and minimal. Examples of permitted reasonable, minimal personal use include but are not limited to using a company telephone to call your child at home after school or when at home ill, reading the online news during non-work time, or photocopying your income tax return on a company copier.

Care of Equipment

You must demonstrate proper care when using the Company's property and equipment. Property may be removed from the premises with the appropriate authorization of management. If you lose, break or damage any property, report it to your supervisor immediately.

Right to Search Company Computer Systems and Property

Basic Needs expects you to use company systems, equipment, and other property for business purposes. Therefore, Basic Needs reserves the right to monitor and record all

internet/e-mail usage to search/retrieve all such property to determine whether a volunteer is using resources for an inappropriate purpose or is otherwise engaged in inappropriate behavior in violation of Basic Needs policies. (No employee, volunteer or workforce member should have any expectation of privacy in their company systems and/or property usage).

Impermissible Use Of Electronics

The following uses are never permitted: Personal use of the internet in customer service areas, transmission or display of any obscene, sexual, profane or offensive material over any company communications system; and messages, jokes or forms which violate our harassment-free workplace policy or create an intimidating or hostile or offensive working environment, displaying, downloading any kind of sexually explicit image or document on any company system is a violation of our policy against sexual harassment. In addition, sexually explicit material may not be archived, stored, distributed, edited or recorded using our network or computing resources, using company resources for a personal business, forwarding confidential company messages to locations outside of the company without authorization, breaking into the system or unauthorized use of a password or email, or accessing personal information without permission and for which you have no legitimate business purposes to access.

Basic Needs reserves the right to determine, in its sole discretion, whether personal usage of company resources is inappropriate. Improper use of company resources will result in corrective action.

Clothing

Clothing must be clean and comfortable yet appropriate for a customer-facing business environment. Acceptable attire includes jeans, skirts, dresses, capris, slacks, khakis, corduroy pants, blouses, turtlenecks, sweaters, golf shirts, and shirts with a finished collar or neckline. In addition, shorts and skirts must be appropriate in length (i.e. reach the bottom of the knee in size), considering that the work involves frequent bending, squatting, reaching and lifting.

Unacceptable attire includes pants that expose the midriff or underwear, sweatpants, sweatshirts, sleepwear, loungewear, bicycle shorts or other athletic shorts, low-cut tops, halter tops, spaghetti strap tops, tops that reveal cleavage, tops that expose the midriff, miniskirts, any form of clothing that is mesh, sheer, see-through or otherwise revealing if worn as a single layer, any form of clothing that is generally offensive, controversial,

disruptive or otherwise distracting, any form of clothing that is overly commercial, contains political personal or abusive messages.

Clothing and jewelry should not interfere with the safe lifting and moving of boxes. Jewelry may be worn in moderation if it does not interfere with or pose a safety hazard while performing duties in the intake areas.

Shoes

Shoes must be safe for working conditions. Therefore, for safety reasons, employees and volunteers must wear closed-toe footwear.

Name Tags

Identification tags are always required while on duty. In addition, volunteers are needed to wear an ID sticker with their names written. Name tags and stickers should be worn above the waist facing forward. Once your volunteer shift has ended, promptly remove your name tag or volunteer sticker. Wearing a Basic Needs name tag while off duty is not permitted.

Drugs, Alcohol, and Smoking

As a volunteer, you may not use, possess, distribute, manufacture, sell, transfer, or be under the influence of alcohol, medical cannabis or illegal drugs when you are: Reporting for work; working (this includes working while on Basic Needs premises as well as conducting business-related activities off of Basic Needs premises) on any premises owned or operated by Basic Needs; or operating any Basic Needs vehicle, machinery or equipment. To promote this goal, you must come to work in a condition to perform your best and not be under the influence of any substance.

Also, Basic Needs does not allow smoking anywhere in their facility, on the grounds, at events, training or meeting locations. This policy is designed to comply with the Minnesota State Law to provide a clean, smoke-free environment for children, family members, team members, members, visitors, volunteers and employees and to protect Basic Needs from fires and smoke damage caused by smoking.

If you violate this policy, you may be subject to corrective action, including termination of volunteer assignment.

Selling or distributing illegal drugs while on Basic Needs premises or while engaged in company business will subject an employee to immediate termination of volunteer, even if it is a first infraction.

Harassment

Basic Needs is committed to providing a work environment free from sexual harassment, other harassment, and discrimination. We foster an environment that is considerate and respectful of all employees and volunteers. Offensive comments, conduct, or displaying gross objects, pictures, etc., are strictly forbidden. This may include words, signs, jokes, adult-oriented websites, pranks, intimidation, physical contact, violence, or behaviors intended to demean or belittle another individual. Retaliation, or any form of coercion against an individual, for bringing forward a complaint or allegation is also a violation of this policy and grounds for dismissal. If you believe that you or someone else has been subject to harassment, you should immediately report it to the volunteer coordinator, store manager, or supervisor.

Additional Unacceptable Behavior

For Basic Needs to function effectively and efficiently, employees and volunteers must act professionally and follow the code of conduct. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. Still, certain behaviors will not be tolerated and will be subject to corrective action, up to and including termination of employment.

Examples of Misconduct

- Theft, embezzlement or inappropriate removal or possession of Basic Needs employee, customer or volunteer property
- Theft/diversion of donated goods
- Falsification of timekeeping records, expense reports or other records
- Maliciously/Intentionally damaging property belonging to Basic Needs, your co-workers, customers, volunteers, or members of the public
- Unauthorized audio or video recording of customers, proprietary or sensitive information, Basic Needs equipment or property
- Insubordinate behavior, such as the failure or refusal to follow work directions
- Fighting or threatening violence in the workplace
- Possession of firearms or other weapons on company property
- Profanity, obscene, abusive, or disrespectful language or behavior toward workforce members, customers, or volunteers
- Violence or harassment of any kind
- Intentionally untruthful or knowingly deceitful
- Malicious, defamatory statements about Basic Needs or your co-workers
- Indecent conduct while on or off duty, on company property

- Unauthorized disclosure of confidential company or employee information
- Nothing in this policy is intended to limit your ability to disclose or discuss your terms and conditions of work (e.g., role, disciplinary actions, schedules, etc.).

Non-Retaliation

You will not be retaliated against for making a complaint or participating in the investigatory process (e.g. as a witness). However, any employee or volunteer who retaliates against an employee or volunteer in violation of this policy will be subject to corrective action.

Guidelines for Volunteer Purchases

The merchandise donated to the store is the organization's lifeblood and generates the most revenue. Customers are attracted to the thrift shop by brand-name clothing, rare and unique finds, and high-volume merchandise turnover. These items must be on the floor for customer purchase.

Items purchased must be on the store floor for one whole day (24 hours or one day of business, whichever comes first) before a volunteer can buy them. This gives the customer access to the item first. Purchases must be made after the shift ends, not while on volunteer duty.

Taking items from the donation and sorting areas or recycling bins for personal use or purchase is strictly prohibited. All items must be priced and placed in the store for customer purchase following the above guidelines. Removing objects and asking employees to price them and put them on the floor for you is prohibited. Placing merchandise elsewhere for your purchase will be considered theft and subject to corrective action, revoking volunteer privileges, and possibly prosecution.

Recycled Merchandise

Merchandise designated for recycling is the property of Basic Needs. The organization has contracts in place to earn money from each item recycled. Removing items specified for recycling for yourself will be considered theft and subject to corrective action and prosecution, and your volunteer privileges will be revoked.

Bag Checks

The Store Manager reserves the right to conduct bag checks during or after a volunteer's shift. Attempts to take merchandise from the store will be considered theft and subject to prosecution, and your volunteer privileges will be revoked.

Volunteer Discount

Active volunteers (non-board members) receive a 10% discount in the Thrift Shop. The discount cannot be used with other coupons or store discount offers. The discount does not pertain to merchandise behind the counter in any circumstance.

Parking

Volunteers must park in the rows furthest from the entrance. This allows customers to park in the spots closest to the entrance.

Store Entry

Volunteers should enter the store through the front customer entrance. Upon entrance, all volunteers must report directly to the Store Manager or lead employee to receive a shift assignment and sign in.

Social Media

To protect Basic Needs employees, volunteers, Basic Needs clients or partners, the following guidelines about social media have been created.

1. Personal blogs, Web sites, interactive sites, photography and/or video, e-mail, or other areas on the public Internet should have clear disclaimers that the views are expressed by the author and not on behalf of Basic Needs.
2. If using non-Basic Needs social media and commenting on areas pertaining to Basic Needs-related issues, volunteers should be clear that they are writing on their behalf and not Basic Needs.
3. Information published on a volunteer's blog(s) should comply with the Basic Needs Computers Policy. This also applies to comments posted on other blogs, forums, and social networking sites.

4. In all social media formats, volunteers must still comply with Basic Needs policies against harassment or discrimination and should be respectful to Basic Needs, employees, Basic Needs clients, and partners. When using Basic Needs social media, personal opinions must be explicitly referenced. Official Basic Needs policies or statements must have prior Board approval.
5. Social media activities should not interfere with work commitments. For example, a volunteer's personal email address, not work address, should be used as a contact and identifying email address in personal social media activities.
6. Volunteers should not reference or cite Basic Needs, employees, Basic Needs clients, or partners without such person's approval. In the case of Basic Needs, the prior written permission of the Board of Directors Chair.
7. Volunteers should respect and abide by copyright, trademark, and other applicable laws and reference or cite sources appropriately.
8. Basic Needs logos and trademarks may not be used for personal matters.

Tracking Volunteer Hours

Basic Needs is a nonprofit organization that relies heavily on volunteers to operate. As a result, the organization applies for grants and funding from various sources, which require detailed and accurate reporting of volunteer hours worked.

Use of Personal Electronic Equipment

Customer areas are intended to focus on customer service. Using personal electronics in customer service areas can be perceived as distracting from focusing on providing excellent customer service.

There is also the idea of minimal personal use of personal devices that doesn't interrupt any regular job duties, such as using your phone in a non-customer service area to check the time or take an emergency call.

Basic Needs requires volunteers to perform their jobs and dedicate themselves to company business during work. This means that volunteers may only use their electronic equipment during work time if:

Such use is for company-directed social media or advertising purposes in accordance with the Social Media Policy. It is approved by management, or such use constitutes acceptable minimal personal use as defined below.

Food

All food must be kept and eaten in the employee break room. Food is prohibited in the manager's office, stock/sorting, public or customer areas. All break areas must be cleaned after use.

Media Requests

Any volunteer contacted by a reporter (newspaper, magazine, television or radio) should direct the reporter to the Volunteer Coordinator. In addition, each volunteer can only formally represent themselves as a Basic Needs spokesperson with prior approval.

Volunteer Concerns and Suggestions

If a Basic Needs volunteer has a grievance concerning their work, they are urged to bring the matter up immediately with the volunteer coordinator or thrift shop manager. The grievance must be investigated, and a response or decision must be provided within a reasonable period.

We are always seeking to improve our program and services. Therefore, any input that would help us improve the quality of our service is greatly appreciated!

Workplace Safety

While volunteering with Basic Needs, you may be required to wear safety equipment. If you have any concerns about your health and safety, please speak to the staff member who assigned you the task. Failure to wear the protective equipment may result in injury.

Basic Needs Code of Conduct Corrective Action

The commitments outlined in the Code of Conduct are an extension of Basic Needs and values. As a Basic Needs volunteer, you must abide by the values and obligations. Failure to do so may result in corrective action. In addition, volunteer rights may be revoked.

Media Release Consent

I _____, permit Basic Needs and its affiliates to photograph me in special events provided by Basic Needs. Basic Needs has my permission to use the photographs taken during special events in official agency program reports and advertisements. I understand that the above picture becomes the property of Basic Needs and may be used for news, education, web pages or other purposes related to the advancement of the program.

Signature _____ Date _____

Volunteer's Printed Name _____

I have read the Basic Needs Volunteer Handbook and agree to adhere to all outlined policies and procedures during my volunteer commitment to the organization.

Signature _____ Date _____

Volunteer's Printed Name _____